

**BEFORE THE
STATE OF ILLINOIS
PUBLIC SERVICE COMMISSION**

Inmate Calling Solutions, LLC
Application for a Certificate of
Interexchange Authority
to Operate as a Reseller of
Telecommunications Services
in the Entire State of Illinois

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Docket No. _____

ICC Office Use Only

INMATE CALLING SOLUTIONS, LLC

("ICS")

TESTIMONY OF BRENDAN PHILBIN

Q. Will you please state your name and business address.

A. My name is Brendan Philbin. My business address is 5883 Rue Ferrari, San Jose California 95138-1857. My telephone number is 408-362-4000 and the facsimile number is 408-362-2798.

Q. By whom are you employed and in what capacity?

A. I am Chief Operating Officer of Inmate Calling Solutions, LLC.

Q. Please give a brief description of your background and experience.

A. I have over fourteen years of leadership experience in the telecommunications industry with extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services. I currently serve as Chief Operating Officer for ICS. In this capacity, I am responsible for oversight of all aspects of the service delivery including system integration, billing & collection, customer service, quality control and data processing. I am also leading the design and deployment of next generation payment and bad debt management applications in support of the correctional market. Prior to joining ICS, I served as COO of Integretel Billing Solutions, ICS' parent company, from 1996 to 2002. From 1989 to 1996, I also served as Vice President – Operations for Value Added Communications, an operator services provider serving the hospitality and correctional markets.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to present evidence on the financial, technical and managerial abilities of ICS to provide automated collect calling services to inmates of confinement institutions throughout the State of Illinois, and to describe the service ICS proposes to offer.

Q. Has ICS registered to do business in Illinois?

A. Yes. ICS is registered in Illinois as a foreign corporation. Our authority to conduct business in Illinois is attached to our application in Exhibit I.

Q. Please explain the Company's corporate structure.

A. Inmate Calling Solutions, LLC is a limited liability company organized in California on August 13, 2002.

Q. Please describe the services ICS proposes to offer.

A. Inmate Calling Solutions, LLC ("ICS") proposes to provide automated collect calling services to inmates of confinement institutions throughout the state, via the resold services of authorized carriers. All services will be offered twenty-four (24) hours per day, seven (7) days a week. ICS will provide correctional and confinement institutions with sophisticated premises equipment that permits inmates to make outgoing, collect-only calls without the assistance of a live operator. ICS' systems provide a number of controls and restrictions that serve to reduce or eliminate fraudulent use of telephone systems. These restrictions also provide the correctional institution with increased control over the use of the telecommunications services by inmates confined within. ICS' telephone instruments are placed in detention areas such as cell blocks or day rooms. Each instrument is connected to a central control unit which restricts and controls calls placed by inmates. ICS' system and services allow inmates to remain in contact with family, friends and other associates while still providing facility administrators with the necessary control over inmate communications.

Automated collect-only calls may be placed by inmates within the confinement facility. These calls are routed over the facilities of the local exchange carrier serving the confinement facility and ICS' underlying carrier. ICS' system is designed so that calls are completed only to those called parties who specifically accept the charges for a call. Equipment utilized by ICS requires a positive response from the called party before the connection is established and billing can begin.

In addition to call processing, ICS' systems offer restrictive call blocking and screening. These features provide the correctional facility with the maximum degree of control over telecommunications services and help to minimize fraud. Call blocking prevents calls to directory assistance, "0-", 800 numbers, pay-per-call services, and emergency numbers (including 911) in order to reduce prank calls and fraudulent use of long distance services. Access to other interexchange carriers is also denied. Call screening serves to eliminate harassing or threatening calls to individuals such as judges, sheriffs, witnesses or jury members. These two features also allow the institution to enforce telephone curfews (without manual intervention) by pre-setting the hours during which the system will process calls from a given telephone instrument.

Q. Does ICS own any network switches or transmission facilities used in routing calls?

A. No.

Q. How will ICS bill for its services?

A. ICS' system collects and stores call detail information for each call. These call records are retrieved by ICS and are either billed through the called party's local exchange carrier under billing and collection agreements maintained by ICS, or submitted for billing to the called party's local exchange carrier through ICS' billing agent.

Q. How are billing errors, complaints and trouble reports handled?

A. For billing inquiries, customers are initially directed to ICS' billing agent whose toll-free number is printed on each customer bill. The billing agent is authorized to investigate complaints and adjust customer bills within certain parameters set by ICS. Should an inquiry exceed the authority delegated to ICS, the customer is referred to ICS' in-house Customer Service Department for further assistance. ICS utilizes a nationwide toll-free number 888-506-8407 for customer service. Customers may call that number twenty-four (24) hours a day seven (7) days a week.

Q. Where is ICS currently certificated?

A. Inmate Calling Solutions, LLC is in the process of obtaining certification nationwide. The Company is currently authorized to provide service in CA, FL, MA, and ND. Applications are pending in GA, KS, PA, and WI. At this time, ICS has no specific location where it plans to install service. The Company's business plans call for it to respond to requests for proposals (RFPs) from various city, county and state agencies seeking to install telecommunications services for their inmate populations. ICS files this application in order to be prepared to offer service should it respond and win a bid from an institution within the state of Illinois.

Q. Describe ICS's financial ability to operate as a telecommunications reseller.

A. ICS has prepared financial statements to show it has the financial resources to operate successfully as a telecommunications reseller to consumers in Illinois. The Company's financial statements are included as Exhibit III of its Application.

Q. Do you believe ICS is capable of delivering its proposed services in Illinois?

A. Yes, in addition to having sufficient financial resources, ICS has a team of experienced managers. Brief resumes of key personnel are included in the Company's Application as Exhibit II.

Q. Where in Illinois does ICS intend to offer its services and how will those services be offered?

A. ICS intends to offer its service throughout the entire State of Illinois.

Q. How will Illinois consumers benefit from ICS's services?

A. Certification of ICS will increase the level of long distance competition in Illinois. ICS offers quality operator assisted telecommunication services originating from correctional facilities for communications originating and terminating within the State of Illinois at competitive prices.

Q. Does this conclude your testimony?

A. Yes.

VERIFICATION

I, Brendan Philbin, first being duly sworn upon oath, depose and say that I am Chief Operating Officer Inmate Calling Solutions, LLC, a California limited liability company; that I have read the above and foregoing prefile testimony by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except to those matters stated upon information and belief, and as to those, I believe same to be true.

Brendan Philbin

Brendan Philbin, Chief Operating Officer
Inmate Calling Solutions, LLC

10/1/03

Date:

STATE OF CALIFORNIA)

CITY OF SANTA CLARA)

Subscribed and sworn before me this 1st day of October 2003.

(NOTARY PUBLIC)

My Commission expires on:

9/24/05

